



Attachment C

**Washington Utilities and Transportation Commission
Pipeline Safety Division
Organizational Survey (IVR)
6/10/03-7/10/03
n=201**

***All numbers are reported as percentages.**

****Some percentages may add up to more/less than 100 due to rounding.**

Thank you for calling to participate in this important survey about pipeline safety communication for the Washington Utilities and Transportation Commission. This survey will take only a few minutes and your answers will remain confidential and anonymous.

1. Please enter your four digit code_____.

2. For each of the following please indicate if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the statement. If you do not have an opinion one way or the other, select don't know.

SCALE:	1. Strongly Agree	2. Somewhat Agree				
	3. Somewhat Disagree	4. Strongly Disagree	5. Don't know			
SCALE:	1	2	3	4	5	% Agree
a.	Most residents in my community know where to get basic information about pipeline safety.					
	3	15	45	34	4	18
b.	Most residents in my area know whom to alert if there is a pipeline emergency.					
	19	43	27	10	2	62
c.	My community has a clear plan to get crucial information out to the public in a pipeline emergency.					
	12	34	28	21	4	46
d.	Emergency services in my area have a clear plan on how to respond in a pipeline emergency.					
	21	46	19	11	3	67
e.	Agencies and organizations in my area are doing a good job of working together to make sure the public is getting the information it needs about pipeline safety.					
	5	33	44	12	6	38

4.3. Using a scale of excellent, good, only fair, or poor, please rate the job each of the following is doing communicating with the public about basic pipeline safety issues. If you do not have an opinion one way or the other, select don't know.

SCALE: 1. Excellent 2. Good 3. Fair 4. Poor 5. Don't know

SCALE: 1 2 3 4 5

a. Federal Office of Pipeline Safety (OPS)

3 11 26 28 32

b. State pipeline safety program at the Washington Utilities and Transportation Commission (WUTC)

7 19 31 19 24

c. Washington State Citizens Committee on Pipeline Safety

3 14 23 21 40

d. Local fire and emergency responders

16 37 28 14 7

e. City and county governments

3 26 42 20 10

f. One Call/damage prevention groups

12 18 23 17 31

g. Pipeline companies

8 26 29 23 16

h. Pipeline safety groups or other citizens groups

4 9 32 23 33

i. Local media

1 18 42 26 14

j. Local realtors

0 7 16 40 39

(END RANDOMIZE)

5.4. Using a scale of very important, somewhat important, or not that important, please indicate how important you think it is that the public be provided with each of the following types of information:
SCALE: 1. Very important 2. Somewhat important 3. Not that important 4. Don't know

SCALE: 1 2 3 4 % Important

a. Age of pipelines.	38	41	17	4	79
b. Pipeline company's safety record.	48	42	10	1	90
c. Operating history, including maximum pressure, of pipeline.	33	40	25	3	73
d. Location or proximity of pipelines to their residence.	82	17	1	0	99
e. Rights of property owners near pipelines.	62	33	4	2	95
f. Products carried in the pipeline and their volatility.	59	35	6	1	94
g. Pipeline testing and maintenance schedules.	40	31	27	3	71
h. Plans for new pipelines and expansions.	60	33	6	1	93
i. How to recognize problems and what to do when a problem arises.	87	12	1	1	99
j. Emergency plans/evacuation rules near pipelines.	82	15	2	1	97

5. What other types of information about pipelines do you think it is important for the public to receive?

6. Which of the following statements comes closest to your opinion:

1. The information the public needs about pipeline safety is being provided and is credible. People are able to get the information they need if they want to.	11
2. Credible information about pipeline safety is available, but it is not being effectively communicated. It comes from too many different sources and is difficult to evaluate.	57
3. While there is some good information about pipeline safety, much of the key information is not available or not credible.	19
4. There is almost no credible information about pipeline safety available to the public.	5
5. Not sure	8

7. For each of the following, please indicate how big a role you think that organization should play in educating local communities and residents about basic pipeline safety issues. Use a scale of 1 to 5, where 1 means a minor role and 5 means a major role.

SCALE:	1	2	3	4	5		6	
	Minor role			Major role			(Don't Know)	
SCALE:	1	2	3	4	5		6	% Major Role
a. Federal Office of Pipeline Safety (OPS)	5	8	20	18	46		4	64
b. State pipeline safety program at the Washington Utilities and Transportation Commission (WUTC)	5	5	15	20	51		4	71
c. Washington State Citizens Committee on Pipeline Safety	7	14	25	21	24		9	45
d. Local fire and emergency responders	4	10	16	22	48		0	70
e. City and county governments	4	8	25	28	33		1	61
f. One Call/damage prevention groups	8	12	19	15	40		6	55
g. Pipeline companies	5	5	9	18	62		2	80
h. Pipeline safety groups or other citizens groups	9	14	25	20	30		3	50
i. Local media	7	18	24	30	21		1	51
j. Local realtors	26	20	26	14	10		5	24

(END RANDOMIZE)

8. What other organizations do you think should play a primary role in educating local communities and residents about basic pipeline safety issues?
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9. Using a scale of very effective, somewhat effective, or not that effective, please indicate how effective you think each of the following communications methods is for delivering information to the public about basic pipeline safety.

SCALE: 1. Very effective 2. Somewhat effective 3. Not that effective 4. Don't Know

SCALE:	1	2	3	4	% Effective
a. Public/town meetings	22	45	28	5	77
b. Local television news	47	41	11	2	88
c. Local radio news	31	51	15	2	82
d. Direct mail/letters	41	42	14	3	83
e. Newspapers ads	20	58	20	2	78
f. Internet web sites	14	49	33	5	63
g. Door-to-door canvassing	39	32	21	8	71
h. Public access television	17	36	41	7	53

(END RANDOMIZE)

10. What organizations do you think the public would trust the most to deliver information about pipeline safety?

~~10.~~ 11. On average, how much would you say you pay attention to pipeline issues in your daily life?

a great deal	17
a fair amount	36 => 53%
not that much	31
only when there is a incident	16

11. 12.	Which of the following groups best describes you?	
	Elected (official)	1
	Local planner, engineer or public works	11
	Pipeline safety regulator	2
	First responder/emergency management	34
	Pipeline industry member	4
	Activist or citizens group member	1
	Government/policy maker	2
	Member of the media	0
	Refused	45

~~12.~~13. Please enter your five digit zip code _____

14. Do you have any additional comments or suggestions?

Thank you for participating in this important survey. If you any have questions or concerns about this survey, please contact Lindsay Walker at the WUTC at (360) 664-1302.